



On-line Help Selecting A Nursing Home

Putting a loved one in a nursing home can be difficult. You want to make sure the nursing home you choose will be safe, meets federal quality standards, and provides the care your loved one needs. Who is responsible to make sure nursing homes meet these standards? Where can you get the information you need to help you make such an important decision?

Who Makes Sure Nursing Homes Meet Federal Standards?

The Utah Department of Health is home to the Bureau of Medicare/Medicaid Program Certification and Resident Assessment (PCRA). This group has two main duties.

1. Program Certification

PCRA makes sure that more than 350 health care providers in Utah meet federal care and safety rules of the Medicare and Medicaid programs. There are different types of providers, such as hospitals, intermediate care facilities for the mentally retarded, home health agencies, nursing homes and various others. In order for providers to be reimbursed for the care they give to Medicare and/or Medicaid patients, they must meet standards set by federal regulations. Nursing homes are inspected every year along with follow-up visits to make sure that problems are fixed. Nursing homes are also inspected when complaints are made about them.

2. Resident Assessment

PCRA makes sure that the 4,000 plus Medicaid patients wanting to be admitted in Utah nursing homes and facilities for the mentally retarded have a medical need for these services as required by federal and state Medicaid laws. On a periodic basis, PCRA reviews these patients' care to ensure they continue to need nursing home services.

How Can I Get Information About Nursing Homes?

PCRA staff inspect or "survey" all nursing homes every year to make sure they meet health, safety and quality standards. Much

of the information the surveyors gather can be seen on the PCRA web site, www.health.utah.gov/pcra. This web site can help answer many questions about nursing homes (long-term care), home health agencies and intermediate care facilities for mentally retarded and developmentally disabled.

Here is a brief overview about how to get information about a specific nursing home on the PCRA web site.

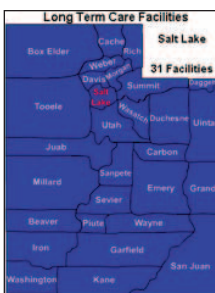


Step 1 – go to www.health.utah.gov/pcra

Step 2 – Click on the **Report Card** button in the left hand column

Step 3 – Click on **Long-Term Care** (nursing homes) either alphabetically or by county. To view nursing homes alphabetically, click on the **"View Alphabetically"** button. An alphabetical list of all nursing homes within the state will be shown.

Scroll down to any of the nursing homes and click on the button in the right hand column to view the facility profile.



To view a list of nursing homes by county, click on the **"View by County"** button. This will display a Utah map with each county. As the mouse moves over a county the county name changes color. In the upper

right corner of the map the county name and number of nursing homes within the county are displayed. Once a county is selected, click anywhere in the county area to show a list of nursing homes.

Step 4 – Scroll down to select a specific nursing home and click the **"Profile"** button to view the facility profile.

Once a specific nursing home's profile has been selected, some basic information will be shown, such as the name, address, telephone number and total beds. There are two different sections of information in each nursing home profile.

1. Health Section – contains areas of concern with specific standards related to the quality of health care provided to residents. These standards include items such as protecting resident rights to privacy, dignity, and personal safety to the staff within the facility.

2. Building Section – involves the physical structure, or how the facility meets building and fire codes.

Nursing home profiles may show several years of surveys or inspections. On the far right side of the profile are "Program Requirements." These are specific standards each nursing home has to meet in order to participate in the Medicare program. The standards listed on the report are those that the nursing home did **not** meet.

Under the "Prior Survey" columns an "X" indicates the specific standards not met during that survey. The next column, "S/S Code" is used to rank the severity of the problem—the higher the letter the more severe the problem was.

For help understanding the specific information in the profiles, please refer to the "How to Read" button on the page listing a nursing home's name.

The PCRA web site, www.health.utah.gov/pcra can give you valuable information should you need to choose a nursing home for a loved one. For additional information, contact the Bureau of Medicare/Medicaid Program Certification and Resident Assessment at 801-538-6158 or toll-free 1-800-662-4157. 